

## SC DMH Client Advocacy Report July 2009

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	131 <sup>1</sup>
Harris	10	99
Morris Village	3	25
Hall	5	16
Tucker	1	30
Just Care (Forensics)	13	105
Mental Health Centers	33	174
<b>Total</b>	<b>77</b>	<b>580</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	59	449
Information, Referral & Other Assistance <sup>2</sup>	18	198

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>3</sup> Year-to-date	Forensics <sup>4</sup> Year-to-date	Centers <sup>5</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	48	9	25	12	82
2) Admission & Discharge	76	15	19	9	110
3) Information & Advocacy	14	13	6	1	33
4) Physical Environment	20	6		5	26
5) Inpatient Rights	86	35	2	16	123
6) Personal Property & Money	35	10	14	7	59
7) Confidentiality & Consent	12	7	5	7	24
8) Treatment	55	17	138	27	210
9) Other Rights Issues	6	4	8	6	18
<b>Total<sup>6</sup></b>	<b>352</b>	<b>116</b>	<b>217</b>	<b>90</b>	<b>685</b>

<sup>1</sup> **THIS FIGURE INCLUDES WELLSRING (NOW PART OF BRYAN).**

<sup>2</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>3</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>4</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>5</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>6</sup> Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	11	6		4	17
b. Excessive Restraint, Seclusion & PRNs	1	3			4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	33		25	8	58
e. Neglect	3				3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	47	12	3	3	62
b. Community Placement (where)	21	1	14	5	36
c. Periodic Court Review	2	1			3
d. Questions, Education & Other	6	1	2	1	9
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	8	2	4		14
b. Access to Legal Resources	4	11		1	15
c. Questions, Education & Other	2		2		4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	9	2		3	11
b. Linens, Clothes & Toiletries	2	1			3
c. Disrepair of Physical Plant	3	3		1	6
d. Cleanliness of Facilities	6			1	6
<b>5) Inpatient Rights</b>					
a. Privacy	2	2	2	2	6
b. Safety	4	2			6
c. Freedom, Privileges & Fairness	28	12		3	40
d. Communication	16	14		4	30
e. Health Care	36	5		7	41
<b>6) Personal Property &amp; Money</b>					
a. Property	20	3	2	4	25
b. Money, Entitlements, Rep. Payee	12	5	7	1	24
c. Billing Issues		1	3		4
d. Other Non-DMH Issues	3	1	2	2	6
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	4	5	3	5	12
b. Breach of Confidentiality	5	1	2		8
c. Issues of Consent, Confidentiality, etc.	3	1		2	4
<b>8) Treatment</b>					
a. Eligibility for Services	1		21	5	22
b. Accessibility to Staff & Treatment	10		48	9	58
c. Individualized, Client-Driven	35	15	67	12	117
d. Right to Refuse Treatment	9	2	2	1	13
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	1			2
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			2	2	2
f. Legal assistance for Non-DMH issues	4	3	6	4	13